

Supervisory Patent Examiner, Art Unit 2153 EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with J.R. Bell (Reg. No. 26,528) on 2/29/08.

2. The application has been amended as follows:

IN THE CLAIMS:

- a. **CANCEL** claims 15-30.
- b. In claim 2, **REPLACE** "computer system solutions-based" in line 1 **WITH** "solutions-based computer system".
- c. In claim 3, **REPLACE** "computer system solutions-based" in line 1 **WITH** "solutions-based computer system".
- d. In claim 4, **REPLACE** "computer system solutions-based" in line 1 **WITH** "solutions-based computer system".
- e. In claim 5, **REPLACE** "computer system solutions-based" in line 1 **WITH** "solutions-based computer system".
- f. In claim 6, **REPLACE** "computer system solutions-based" in line 1 **WITH** "solutions-based computer system".

g. In claim 7, **REPLACE** “computer system solutions-based” in line 1 **WITH** “solutions-based computer system”.

h. In claim 5, **REPLACE** “solution-based products” **WITH** “solution-based product”.

i. **REPLACE** claim 8 with:

A method of implementing solutions-based system support comprising:

providing an entry form for entering solution objects and service tags of components of a respective solutions-based system, wherein the providing is performed by a manufacturer;

responsive to a completion of the entering of solution objects and service tags, generating a solution identifier;

linking the solution identifier to a configuration of systems and software, wherein the configuration is updated to reflect a customer's changing installed solution, wherein there is only one solution identifier assigned to the configuration, wherein the solution identifier is used to provide on-line support of the solutions-based system, wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customer, and wherein the linking is performed by the manufacturer;

providing the solutions-based system to the customer, wherein the providing is performed after the solution identifier is linked to the configuration of systems and software;

subsequent to the providing the solutions-based system to the customer, receiving a request for on-line support from the customer, wherein the request includes the solution identifier, and wherein the receiving is performed by the manufacturer; and

providing custom support services to the customer as a function of the solution identifier including dynamically generated web pages defining types of services, wherein the generating is performed by the manufacturer.

Allowable Subject Matter

3. Claims 1-14 are allowed.
4. The following is the Examiner's statement of reasons for allowance. These reasons for allowance should not be interpreted to imply that limitations not specifically mentioned are immaterial to patentability. The specific limitations identified above have been considered in combination with the entirety of the claim in determining patentability.
 - a. Regarding claim 1, the prior art of record fails to disclose or fairly suggest a method for providing customer support comprising: assigning, by a manufacturer, a solution identifier to a solution-based product containing distinct

computer and storage system components, prior to providing the solution-based product to the customer, and the manufacturer subsequently using the solution identifier to provide on-line support of the solution based product to the customer.

b. Regarding claim 8, the prior art of record fails to disclose or fairly suggest a method for providing customer support comprising: providing an entry form for entering solution objects and service tags of components of a solutions-based system, generating a solution identifier in response to entry of the solutions objects and service tags, linking the solution identifier to a configuration of systems and software, providing the solutions-based system to the customer after the linking step, and subsequently receiving a request for on-line support, including the solution identifier, from the customer and providing custom support services to the customer as a function of the solution identifier.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to AARON STRANGE whose telephone number is (571)272-3959. The examiner can normally be reached on M-F 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Glen Burgess can be reached on 571-272-3949. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/A. S./
Examiner, Art Unit 2153

/Glenton Burgess/
Supervisory Patent Examiner, Art Unit 2153